# Table of Contents

**Preface** .......................................................................................................................... vii  
*Gerry Gingrich, Information Resources Management College, USA*

**Section I: Managing IT Within Organizations**

**Chapter I. Adopting the Entrepreneurial Process in the Study of Information Systems and Small Business** ................................................................. 1  
*M. Gordon Hunter, The University of Lethbridge, Canada  
Wayne A. Long, The University of Calgary, Canada*

**Chapter II. Optimal Purchase Decision Criteria for Information Technology** ...................................................................................................................... 15  
*P. Pete Chong, University of Houston-Downtown, USA  
Ta-Tao Chuang, Gonzaga University, USA  
Ming Chang, University of Houston-Downtown, USA  
Jason C. H. Chen, Gonzaga University, USA*

**Chapter III. Creating Intranets for Management and Collaboration in Federal Agencies** .................................................................................................................. 28  
*Julianne G. Mahler, George Mason University, USA  
Priscilla M. Regan, George Mason University, USA*

**Chapter IV. Maintaining the Own Responsibility: Selected Information Systems Architecture, Selective Outsourcing and Organizational Learning as a Base for a Sustainably Positioned Information Technology Service** ......................................................... 43  
*Ruediger Weissbach, LBS Bausparkasse Hamburg Aktiengesellschaft, Germany*
Chapter V. Using Spreadsheets as a Decision Support Tool: An Application for Small Businesses .................................................. 57
Stephen Burgess, Victoria University, Australia
Don Schauder, Monash University, Australia

Chapter VI. Teaching Technology for Community ......................... 72
E. R. Jessup, University of Colorado, USA

Section II: Managing IT Across Regions and Countries

Chapter VII. Information Resources Development in China: History, Present Situation and Problem Discussion ...................... 81
Lai Maosheng, Peking University, China
Fu Xin, Peking University, China
Zhang Liyang, Peking University, China

Chapter VIII. An Analysis of Factors that Influence the Ability of SMEs to Derive Benefit in Four Phases of Electronic Commerce: 34 Australian Case Studies ................................................................. 97
Stephen B. Chau, University of Tasmania, Australia
Paul Turner, University of Tasmania, Australia

Chapter IX. Electronic Government in Japan: IT Utilization Status of Local Governments .......................................................... 111
Tatsumi Shimada, Setsunan University, Japan
Kiyoshi Ushida, Tokyo Metropolitan Government, Japan

Chapter X. Concerns and Solutions on Electronic Voting Systems Adoption ....................................................................................... 127
Yurong Yao, Louisiana State University, USA
Edward Watson, Louisiana State University, USA

Chapter XI. SME Barriers to Electronic Commerce Adoption: Nothing Changes — Everything is New ........................................ 147
Carina Ihlström, Halmstad University, Sweden
Monika Magnusson, Karlstad University, Sweden
Ada Scupola, Roskilde University, Denmark
Virpi Kristiina Tuunainen, Helsinki School of Economics, Finland
Chapter XII. E-Business Development Issues in UK SMEs .......... 164
Fiona Meikle, Leeds Metropolitan University, UK
Dianne Willis, Leeds Metropolitan University, UK

Chapter XIII. The Game of Internet B2B ........................................ 175
Thomas O'Daniel, Monash University Malaysia, Malaysia
Teoh Say Yen, Monash University Malaysia, Malaysia

Section III: IT Addressing Globalization

Chapter XIV. Virtualisations and Its Role in Business ............... 196
Jerzy Kisielnicki, Warsaw University, Poland

Chapter XV. Virtual Organization: Duality of Human Identities in
Consciousness and Entity .............................................................. 207
Jinyoul Lee, State University of New York at Binghamton, USA
Bandula Jayatilaka, State University of New York at Binghamton,
USA

Chapter XVI. Interorganizational Relationships, Strategic Alliances,
and Networks: The Role of Communication Systems and
Information Technologies ............................................................ 216
Keiichi Yamada, Nakamura Gakuen University, Japan

Chapter XVII. The Internationalization Efforts of Small Internet
Retailers ................................................................. 246
Anand Ramchand, National University of Singapore, Singapore
Shan-Ling Pan, National University of Singapore, Singapore

Chapter XVIII. Using the Web for Enhancing Decision-Making:
UN Project Failures in Sub-Sahara Africa (SSA) ....................... 259
David King, University of South Australia, Australia

About the Authors ...................................................................... 277

Index ........................................................................................ 287